Table 9 Results of Complaints Concluded by Rendering Assistance/Clarification

Organisation	No. of complaints	Remedial action taken /suggested	No evidence of maladministration	Inconclusive	Ombudsman's suggestions on systemic improvement
Agriculture, Fisheries and Conservation Department	15	4 (27%)	11 (73%)		6
Architectural Services Department	6	1 (17%)	5 (83%)		2
Buildings Department	79	9 (11%)	70 (89%)		6
Census and Statistics Department	1		1 (100%)		
Civil Engineering and Development Department	9	2 (22%)	7 (78%)		
Civil Engineering Department	1	1 (100%)			
Companies Registry	3		3 (100%)		
Correctional Services Department	89		72 (81%)	17 (19%)	2
Customs and Excise Department	8	1 (12.5%)	6 (75%)	1(12.5%)	
Department of Health	107	4 (4%)	101 (94%)	2 (2%)	4
Department of Justice	3	2 (67%)	1 (33%)		1
Drainage Services Department	8	1 (12.5%)	7 (87.5%)		
Electrical and Mechanical Services Department	2		2 (100%)		
Employees Retraining Board	2		2 (100%)		
Environmental Protection Department	27		27 (100%)		3
Equal Opportunities Commission	7		7 (100%)		
Fire Services Department	12	3 (25%)	8 (67%)	1 (8%)	1
Food and Environmental Hygiene Department	178	26 (14.6%)	151 (84.8%)	1 (0.6%)	29
General Office of the Chief Executive's Office	3		3 (100%)		
Government Logistics Department	1		1 (100%)		
Government Property Agency	4		4 (100%)		
Government Secretariat					
– Chief Secretary for Administration's Office	6	2 (33%)	4 (67%)		1
– Civil Service Bureau	2		2 (100%)		
– Commerce, Industry and Technology Bureau	5	1 (20%)	4 (80%)		
– Economic Development and Labour Bureau	2		2 (100%)		
– Education and Manpower Bureau	20	5 (25%)	15 (75%)		5
– Environment, Transport and Works Bureau	6		5 (83%)	1 (17%)	
– Financial Secretary's Private Office	1		1 (100%)		
– Financial Services and the Treasury Bureau	1		1 (100%)		
– Health, Welfare and Food Bureau	3		3 (100%)		
– Home Affairs Bureau	3	1 (33%)	2 (67%)		
– Housing, Planning and Lands Bureau	4	1 (25%)	2 (50%)	1 (25%)	
– Security Bureau	1		1 (100%)		
Highways Department	25	3 (12%)	22 (88%)		
Hongkong Post	22	5 (23%)	17 (77%)		8
Home Affairs Department	167	8 (4.8%)	158 (94.6%)	1 (0.6%)	5
Hong Kong Examinations and Assessment Authority	6	1 (17%)	5 (83%)		3
Hong Kong Housing Authority	15	1 (7%)	14 (93%)		1

Table 9 Results of Complaints Concluded by Rendering Assistance/Clarification

Organisation	No. of complaints	Remedial action taken /suggested	No evidence of maladministration	Inconclusive	Ombudsman's suggestions on systemic improvement
Hong Kong Housing Society	13	2 (15%)	10 (77%)	1 (8%)	1
Hong Kong Monetary Authority	4		4 (100%)		
Hong Kong Observatory	2		2 (100%)		
Hong Kong Sports Development Board	2		2 (100%)		
Hospital Authority	53	12 (22.6%)	38 (71.7%)	3 (5.7%)	3
Housing Department	184	27 (15%)	153 (83%)	4 (2%)	28
Immigration Department	39	3 (7.7%)	33 (84.6%)	3 (7.7%)	9
Inland Revenue Department	17	9 (53%)	8 (47%)		
Intellectual Property Department	1		1 (100%)		
Judiciary Administrator	14	4 (29%)	9 (64%)	1 (7%)	5
Kowloon-Canton Railway Corporation	4	1 (25%)	3 (75%)		
Labour Department	28	3 (11%)	23 (82%)	2 (7%)	
Land Registry	4	2 (50%)	2 (50%)		1
Lands Department	128	24 (19%)	104 (81%)		21
Legal Aid Department	16	1 (6%)	15 (94%)		1
Leisure and Cultural Services Department	31	9 (29%)	22 (71%)		12
Mandatory Provident Fund Schemes Authority	6		6 (100%)		
Marine Department	5		5 (100%)		1
Not Specified	2		2 (100%)		
Office of the Telecommunications Authority	13	1 (8%)	12 (92%)		1
Official Receiver's Office	9	1 (11%)	8 (89%)		
Other Permanent Non-statutory Bodies	1		1 (100%)		
Planning Department	22		22 (100%)		
Privacy Commissioner for Personal Data	3	2 (67%)	1 (33%)		
Radio Television Hong Kong	2	1 (50%)	1 (50%)		4
Rating and Valuation Department	7	2 (29%)	5 (71%)		1
Registration and Electoral Office	5	1 (20%)	4 (80%)		1
Securities and Futures Commission	3		2 (67%)	1 (33%)	
Social Welfare Department	55	6 (11%)	49 (89%)		6
Student Financial Assistance Agency	4	1 (25%)	3 (75%)		
Television and Entertainment Licensing Authority	2		2 (100%)		
Territory Development Department	3		3 (100%)		
Trade and Industry Department	1		1 (100%)		
Transport Department	64	5 (8%)	59 (92%)		4
Treasury	1	1 (100%)			
Urban Renewal Authority	8		8 (100%)		
Vocational Training Council	4	2 (50%)	2 (50%)		3
Water Supplies Department	50	7 (14%)	42 (84%)	1 (2%)	2
Total	**1,664**	**209**	**1,414**	**41**	**181**

Note 1: Organisations under Schedule 1 to The Ombudsman Ordinance with no complaints concluded by Rendering Assistance/ Clarification are not shown.

Note 2: The Hong Kong Sports Development Board was dissolved on 1 October 2004.

Note 3: Civil Engineering Department and Territory Development Department were incorporated to become Civil Engineering and Development Department on 1 July 2004.